

SPONSORSHIP





THE EXCELLENT SPONSOR

REGULATIONS

- ◆ **ARMY: AR 600-8-8 (1 Jul 93) - The Total Army Sponsorship Program**
- ◆ **AIR FORCE: AFI 36-2103 (3 Jun 94) Individualized Newcomer Treatment and Orientation (INTRO) Program**
- ◆ **NAVY: OPNAVIST 1740.3 - Navy Sponsorship Program**
- ◆ **SOP**

PROGRAM GOALS

- ◆ **99% of Incoming Personnel should be contacted within the following periods:**
- ◆ **NORMAL PCS (60+ days notification) newcomer should be contacted within 10 working days of their notification.**
- ◆ **SHORT NOTICE PCS (-60 days) contact should be made ASAP.**

PROGRAM PURPOSE

- ◆ Reduce # of newcomer with no contact
- ◆ Reduce # of complaints newcomers have during the settling-in period
- ◆ Stop/reduce incomplete information flow
- ◆ Increase newcomer feeling of being welcome to the new area
- ◆ Sponsorship is an *official* duty



OVERVIEW

- I. Importance of Effective Sponsorship**
- II. Sponsor Responsibilities**
- III. Sponsorship Tools**
- IV. Relocation Resources**
- V. Local Items of Interest/Concern**

A stylized world map in white silhouette is centered on a teal background with a fine, light-colored grid pattern. The map shows the outlines of all major continents.

SPONSORSHIP

IT BEGINS WITH YOU!




THE IMPORTANCE OF EFFECTIVE SPONSORSHIP

Effects of Good Sponsorship


- ◆ Eases transition
- ◆ Reduces culture shock
- ◆ Increases productivity
- ◆ Cultivates friendship
- ◆ Improves morale

Effects of Poor Sponsorship

- ◆ Increases possibility of a bad relocation experience
- ◆ Heightens likelihood of negative reaction to new duty station
- ◆ Diminishes quality of life
- ◆ Decreases mission readiness



**“Remember, you are
an Ambassador for
your Commanding
Officer.”**

A stylized world map in white is centered on a teal background with a fine, diagonal line pattern. The map shows the outlines of all major continents.

SPONSOR RESPONSIBILITIES

MAKING INITIAL CONTACT


- ◆ Sponsors should forward personal letter of welcome within 10 working days after notification of sponsorship
- ◆ Sponsor package can be picked up from the (FSC) Family Support Center

Sponsor Responsibilities

- ◆ Contact incoming member with a phone call followed by a personal letter
- ◆ Advise incoming member of the Relocation Assistance Program, provide the phone number (2665). Verify what services the member will receive, so you won't duplicate materials or information

Sponsor Responsibilities

- ◆ Discuss unit specific and community details, and mail member a unit specific information package and any special information requested
- ◆ Confirm transportation and lodging arrangements
- ◆ Assist with the settling-in process



MAINTAIN AND ENCOURAGE CONTACT

- ◆ **Confirm newcomer's travel itinerary and lodging reservations**
- ◆ **Make plans to meet the newcomer and decide where this will be -- airport, lodging, restaurant, etc...**
- ◆ **If TDY or LEAVE, ENSURE BACK-UP!**

MEETING THE NEWCOMER

- ◆ Meet the newcomer upon arrival (Make advance arrangements).
- ◆ Provide essential service locations (Commissary, base exchange, bank, etc...)
- ◆ Family lending closet.
- ◆ Accompany newcomer to unit orderly room.



**KEY ASPECT OF
SUPERIOR SERVICE IS
UNDERSTANDING
THE NEEDS OF THE
NEWCOMER**

Local Items of Concern

- ◆ Availability/Waiting list for housing
- ◆ Temporary lodging
- ◆ Locating rental housing
- ◆ Cost of living, especially for car/housing
- ◆ Out of pocket expenses especially important when living on the economy
- ◆ School system quality and spouse employment opportunities

Family Issues

- ◆ Include all family members
- ◆ Assess family members' needs
- ◆ Invite your family to participate

A stylized world map is centered in the background. The landmasses are represented by white silhouettes against a teal background. The map includes North America, South America, Africa, Europe, Asia, and Australia. The text is overlaid on the map, centered over the Atlantic Ocean and Europe.

**QUALITY OF LIFE
AFFECTS THE
MISSION**

CHILD CARE

- ◆ Advise newcomer about child care issues -
- ◆ We have no Child Development Center
- ◆ USSouthcom has contracted with local area centers -- Fee based on income
- ◆ POC: MWR Ext. 2633, 2715
- ◆ Reimbursement program for NAEYC Accredited Programs

NEWCOMERS NEEDING EXTRA ASSISTANCE

◆ “First Assignment” Newcomers

- Adjustment into the military

- Mandatory Finance Brief (FSC)

◆ Newcomers coming from “Overseas”
locations

A stylized world map in white and light green, serving as a background for the text.

HOUSING REFERRAL OFFICE

- ◆ **Remind newcomers to report to housing office prior to entering into a lease.**
- ◆ **Advance housing applications can be made prior to arrival.**
- ◆ **Housing Office: Ext. 2664, 2656**

SECURITY POLICE VEHICLE REGISTRATION

- ◆ **Newcomer can obtain a temporary vehicle pass valid for 14 working days.**
- ◆ **Newcomer must obtain permanent registration while attached to unit.**
- ◆ **POC: Deputy Provost Marshall, Ext 1958**

HEALTH BENEFITS OPTIONS



Member should contact the local
Health Care Advisor for information:
Ext 1393, 1394

INPROCESSING

Let the newcomer know:

- ◆ When and where Inprocessing begins.
- ◆ When and where Newcomer's Orientation is held. Usually the 1st Tuesday of each month, or Contact the FSC: Ext 2665.
- ◆ Ensure newcomer has transportation.

HOUSEHOLD GOODS/CLAIMS

- ◆ **TRANSPORTATION MANAGEMENT OFFICE (TMO)** should be contacted upon newcomer's arrival. Ext. 1727, 3581
- ◆ **DITY Moves:** Keep all appropriate documentation and submit to TMO upon completion of move.

Individualized Attention

- ◆ Personalize your approach
 - to your style
 - to their needs
- ◆ Listen
- ◆ Be responsive and follow through
- ◆ Be honest, but positive

THE LITTLE THINGS

- ◆ Always call the newcomer back.
- ◆ Determine the need and meet it.
- ◆ Listen.
- ◆ Ask questions.
- ◆ Be open and honest, but stay positive.
- ◆ Remember what it's like!
- ◆ *You* will be their **FIRST IMPRESSION.**

Sponsor Welcome Letter

- ◆ Introduce yourself: name, rank, address, home and work phone numbers.
- ◆ Give arrival instructions/directions
- ◆ Provide personal information about yourself and family.
- ◆ Address any special interests or needs of incoming members

SPONSOR'S LETTER

- ◆ **Send original letters**
- ◆ **Write initial welcome letter ASAP**
- ◆ **Type letter**
- ◆ **Encourage family members to write**
- ◆ **Use sample letters in Sponsorship Guide (Available from the FSC)**

DIRECTORATE INFO.

- ◆ **Mission**
- ◆ **Probable duty assignment**
- ◆ **Location**
- ◆ **Duty Hours**
- ◆ **Chain of Command/Organizational chart**
- ◆ **TDY Commitments**

FSC'S Welcome Packet Contents

- ◆ **Resource/Referral List (e.g., local phone number listings, WWW resources)**
- ◆ **Miami-Dade & Broward Street Maps**
- ◆ **Housing Information (e.g., rentals, homes for sale, real estate agencies, set-aside program, etc.)**
- ◆ **School and Child Care Information**
- ◆ **Summary of Entitlements**

Personalized Sponsor Packets

- ◆ Personal letter
- ◆ Unit information
- ◆ Local information as needed
- ◆ Information as requested by newcomer

FOLLOW-UP

- ◆ Call newcomer 1-2 weeks after you send your welcome letter
- ◆ DSN (this is official business)
- ◆ Use any sponsorship forms required by your particular service



OUR JOB
(the FSC)

IS TO HELP YOU
DO YOUR JOB

SPONSORSHIP TOOLS

- ◆ **Sponsor's Handbook**
- ◆ **Relocation Assistance Program materials, such as information on moving, entitlements, housing, employment, medical, and school, local area housing, employment, medical and schools**
- ◆ **Unit specific information package, such as reporting aboard/reporting in procedure, chain of command structure**

S.I.T.E.S.

(Standard Installation Topic Exchange System)

<http://www.dmdc.osd.mil/sites/>

- ◆ **Provides Web based printouts of all DOD installations**
- ◆ **Available on the World Wide Web (or any DOD) Relocation Assistance Manager**
- ◆ **District & community information**
- ◆ **Updated quarterly or as needed**

EMERGENCY FINANCIAL ASSISTANCE



ARMY EMERGENCY RELIEF

AIR FORCE AID SOCIETY

NAVY/MARINE RELIEF



RED CROSS

THE FSC IS HERE TO HELP



- ◆ No one expects you to be a “Relocation Expert”
- ◆ Contact the Relocation Assistance Program (FSC X2665)
- ◆ Use the phone list in the Useful Websites booklet

FSC RESOURCES

◆ *RELOCATION READINESS*

- Relocation Packages
- Newcomers Orientation
- Smooth Move Briefings
- Lending Closet

◆ *TRANSITION ASSISTANCE PROGRAM*

- Job Referrals
- Resume Workshops
- Retirement Seminars

FSC RESOURCES (cont'd)

◆ *INFORMATION AND REFERRAL*

◆ *FINANCIAL READINESS*

- Financial Counseling
- Mandatory Training
- Consumer Training
- Emergency Assistance

FSC RESOURCES (cont'd)




FAMILY ADVOCACY

- Outreach**
- Exceptional Family Member Program**
- Education/Prevention Family Life Skills**

LOCAL ITEMS OF INTERESTS/CONCERNS

- ◆ Accomplishments of unit and community
- ◆ Local concerns or issues (Town Hall)
- ◆ Area tourist attractions - your favorites
- ◆ Local lifestyle - unique cultural setting, food, sport and other hobby activities



**“FIRST IMPRESSIONS
SET THE TONE”**

“You Can Make a Difference!”



Thank you